

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	59	94	-37% ▼
	Admits	23	43	-47% ▼
	Discharges	31	69	-55% ▼
	Service Hours	1,377	2,855	-52% ▼

Consumer Satisfaction Survey

(Based on 30 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Access		83%	80%	88%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Education Support	45	76.3%
	Employment Services	14	23.7%

Client Demographics

Age	#	%	State Avg
18-25	11	19%	10%
26-34	19	32% ▲	21%
35-44	12	20%	24%
45-54	10	17%	18%
55-64	4	7% ▼	18%
65+	3	5%	9%

Gender	#	%	State Avg
Male	39	66%	59%
Female	20	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	47	80% ▲	67%
Hispanic-Other	6	10%	9%
Hisp-Puerto Rican	6	10%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			13% ▼

Race	#	%	State Avg
White/Caucasian	32	54%	60%
Black/African American	17	29% ▲	18%
Other	10	17%	12%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			7%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Supported Education 609272

Easter Seals of Capital Region and Eastern CT

Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	38	18% ▲
Admits	23	17	35% ▲
Discharges	17	19	-11% ▼
Service Hours	1,377	1,640	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		30	65%	35%	71%	30% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■		■	■	■	■	■	■	■		■	■	83%
Services	■				■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

Variances in data may be indicative of operational adjustments related to the pandemic.